



2014

779th Medical Group Patient Handbook



**779th Medical Group
1050 West Perimeter Road
Joint Base Andrews, MD 20762**

**Ensuring fit to fight warriors and mission ready medics through quality patient
care and purposeful Airmen development**



INTRODUCTION

Welcome to the 779th Medical Group (779 MDG), Malcolm Grow Medical Clinics and Surgery Center (MGMSCS).

This facility is steeped in a rich heritage established in 1958 and named after the Air Force's first Surgeon General. It currently offers a full range of primary care services along with medical and surgical subspecialties, dental care, acupuncture and aerospace medicine.

We are a part of a multi-service market along with nine other Medical Treatment Facilities (MTF) providing medical care to over 500,000 beneficiaries. We also serve as a referral facility for patients coming from Air Force facilities in Europe and the Eastern United States.

In addition to providing direct patient care, we are affiliated with the Uniformed Services University of Health Sciences (USU) and National Capital Consortium of military residencies serving as a training facility for medical students and other health professionals.

We are proud to provide you with the best medical care available anywhere. We invite your comments on the services we provide and welcome any suggestions which will allow us to improve the quality and convenience of your health care.

Again, welcome to your medical clinic. We hope your visit will be a pleasant one.

Colonel Thomas J. Cantilina
Commander,
779th Medical Group

Table of Contents

DEERS.....	4
TRICARE Enrollment.....	4
TRICARE Standard.....	4
Beneficiary Counseling and Assistance Coordinator.....	5
Appointments.....	5
MiCare.....	5
Registration.....	6
Specialty Referrals.....	6
TRICARE Claims.....	7
Out of Area Care.....	7
Urgent and Emergency Defined.....	7
Emergent Care Center.....	8
Exceptional Family Member Program.....	8
Primary Care Services.....	8
Patient Centered Medical Home.....	11
Specialty Services.....	12
Ancillary Services.....	16
Advance Directives.....	17
Health Promotion Services.....	18
Patient Advocate.....	19
Third Party Collection.....	19
Record Request.....	20
Phone Directory.....	21

DEERS

You must be registered in the Defense Enrollment Eligibility Reporting System (DEERS) to be eligible for TRICARE. It is important that you and your family members have updated contact information in DEERS. Members can update basic information such as mailing address, email address and phone numbers in DEERS, either online or by calling MilConnect.



DEERS Phone: 1 (800) 538-9552
Online: TRICARE.mil/DEERS

To add or remove family members, call or visit the Joint Base Andrews, Military Personnel Flight (MPF), Customer Service, located on 1414 Arkansas Road.

MPF Phone: (301) 981-1776



TRICARE Enrollment

To enroll in TRICARE Prime at the 779 MDG all military beneficiaries, including active duty, must visit the Health Net Federal Services (HNFS) website or call HNFS directly to complete an enrollment application. All TRICARE Service Centers were closed effective 1 April 2014.

HNFS Phone: 1 (877) 874-2273
Online: www.TRICARE.mil

First time enrollees enrolling before the 20th of the month will be effectively enrolled the first day of the next month. Those who enroll after the 20th will be effectively enrolled on the first day of the second month.

Upon enrollment, you will be assigned to a Primary Care Manager (PCM).

Patients enrolled in TRICARE Prime must use their PCM to coordinate all primary and specialty care medical concerns.

You may switch your PCM by contacting your primary care clinic. We will make every effort to accommodate your request; however, assignment to a specific PCM will be based on that PCM's current capacity and your severity of illness.

TRICARE Standard

Non-active duty TRICARE beneficiaries also have the option to choose the TRICARE Standard option. TRICARE Standard is a fee-for-service plan and enrollment is not required. Coverage is automatic as long as you are registered in the DEERS system. An annual deductible and copayments apply. The catastrophic limit is \$1,000 for active duty family members and \$3,000 for retirees.

Beneficiary Counseling and Assistance Coordinator

For more information on TRICARE benefits, please contact the Beneficiary Counseling and Assistance Coordinator.

Phone: (240) 857-5615

Appointments

TRICARE Prime beneficiaries enrolled at the 779 MDG may schedule an appointment by calling the main phone line and selecting the appropriate phone tree option. The main phone line is open from 6 a.m. to 4:30 p.m., Monday-Friday.

Main Phone Line: 1 (888) 999-1212

Phone tree options:

Appointments: option 1-1

Clinics: option 1-2

Referrals: option 1-3

Nurse Advice Line: option 1-4



Appointments may also be scheduled online at www.tricareonline.com.

We adhere to the following Access to Care Standards when booking appointments:

Routine:	Not to exceed 7 days
Urgent/Acute (Same Day):	Not to exceed 24 hours
Wellness:	Not to exceed 4 weeks
Established (follow-up):	Not to exceed 4 weeks

MiCare

MiCare Secure Messaging is an online service that enables patients to communicate securely and privately with their health care team. It allows for a more secure exchange of health information compared to using a personal e-mail account.



MiCare allows patients to:

- Request their next appointment
- Request medication renewals
- Receive test and lab results
- Communicate online with the healthcare team about non-urgent symptoms
- Request a copy of their immunization records
- Access a large library of patient education materials
- Receive upcoming notices of closures and events

Don't delay – enroll in MiCare today! Enrollment can be initiated at your primary care clinic by showing your military identification card and providing some basic information such as your name, social security number, birthday and e-mail address. You will then receive an e-mail to finish your enrollment and complete the registration process. Once you have accomplished this you are ready to start messaging with your primary care team.

MiCare participation is limited to those beneficiaries empanelled to a PCM at the MTF. To learn more about MiCare go to:

<http://www.airforcemedicine.af.mil/micare/>

Registration

All new patients at the 779 MDG must register in our automated patient database, called the Composite Health Care System (CHCS), to make appointments. To register in CHCS, stop by the Admissions & Dispositions office (in the basement of building 1050, between the chapel and ASF).

Specialty Referrals

All referrals for specialty care are coordinated by the Referral Management Center (RMC). Your provider will enter a consult for specialty care into the computer which will be electronically reviewed and booked by the RMC. Patients should call the RMC as soon as their appointment is complete to schedule an appointment.

RMC Phone: 1 (888) 999-1212 (options 1-3-1)

If there are no appointments at the 779 MDG or another MTF in the National Capital Area, the referral will be sent to Health Net Federal Services (HNFS), the managed care contractor, for review of covered benefits and processing.

You will receive a letter from HNFS in 7-10 days with an authorized civilian provider's name and contact information. You may then make an appointment with the civilian provider. For questions please call the RMC at the number listed above.

Prime enrollees, excluding Active Duty (AD), may self-refer to a civilian TRICARE provider for the first eight mental health visits without a referral. Contact HNFS at (877) 874-2273 to help locate a mental health provider.

TRICARE Claims

For information about claims processing or to check the status of your claims submission, please contact HNFS at 1 (877) 874-2273 or visit their online TRICARE Service Center at www.hnfs.net. Claim forms and information may also be obtained at www.tricare.mil.

If your concerns persists, contact a Beneficiary Counselor Assistance Coordinator (BCAC).

BCAC Phone: (240) 857-5615

TRICARE North beneficiaries should mail claim forms for civilian care to:

Health Net Federal Services, Inc.
C/o PGBA, LLC/TRICARE
P.O. Box 870140
Surfside Beach, SC 29587-9740

Out of Area Care

When traveling out of the area, TRICARE Prime enrollees are only covered for urgent or emergency care. **Routine care is not authorized when traveling out of the area.**

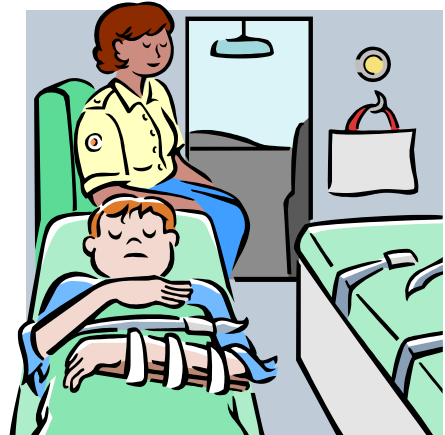
ALWAYS obtain a referral from your PCM before using a civilian Urgent Care Center or civilian provider or you may be responsible for the costs. Call HNFS at 1 (877) 874-2273 for assistance in locating a provider and then contact your PCM for a referral.

The after-hours, on-call PCM can be reached at (240) 857-2333. During duty hours call the Main Phone Line at 1-888-999-1212 (option 1-2-1) to obtain a referral from your PCM. Prime enrollees, including AD, must ensure their PCM enters a referral in the system for the claim to pay. The PCM will need to know final diagnosis.

Urgent and Emergency Care Defined

TRICARE views an **emergency** as a medical, maternity or psychiatric condition you believe could threaten your life, limb or eye sight without immediate medical attention.

Urgent care is for an illness or injury that requires treatment within 24 hours but is not life threatening. Examples include: migraine headache, earache, toothache, sprains, rising fever.



Emergent Care Center

The Emergent Care Center (ECC) at Joint Base Andrews provides both urgent and emergency medical care. If you become ill after hours with an **urgent** condition (one that requires treatment within 24 hours) you must use the ECC or other local military medical emergency room.

If you are enrolled to the 779 MDG and choose to use a civilian provider or urgent care facility you must obtain prior authorization or you will be responsible for the cost of the visit.



Call the Main Phone Line during duty hours at 1 (888) 999-1212 (options 1-1) for an acute appointment or go directly to the ECC. Call the ECC at (240) 857-2333 to reach your PCM on-call provider after duty hours

In an **emergency** (danger of losing life, limb or eyesight due to illness or injury), call 911 (522 on Joint Base Andrews).

The ECC provides ambulance service for emergencies occurring on Joint Base Andrews.

Emergency care is provided 24 hours a day. Patients are treated according to the severity of their illness, not on a first come, first served basis.

Exceptional Family Member Program (EFMP)

Identifies family members who have special medical or educational needs and ensures appropriate services are available when the sponsor is reassigned. Contact the Family Member Relocation Clearance Coordinator if you have a family member who needs special assistance.

Phone: (240) 857-8921/8521

Primary Care Services

FAMILY HEALTH CLINIC

This clinic is located in the temporary medical buildings, near the intersection of West Perimeter and Boston Roads (Bldgs. 107, 108, 109). The clinic is comprised of seven teams taking care of enrollees age 5 and above. Providers include family practice physicians, nurse practitioners and physician assistants.

Phone: 1 (888) 999-1212 (options 1-2)

*** After Hours Pager: 1 (800) 759-8888, enter pin 1651578, leave message**

Patient Advocate: (240) 612-1227

Medication Renewal/Message for PCM: 1 (888) 999-1212, option 1-2-1

PEDIATRICS

This clinic is located in the temporary medical buildings, near the intersection of West Perimeter and Boston Roads (Bldg. 108). The clinic enrolls children from newborns up to age 16 years. Providers include pediatricians and nurse practitioners. Approximately ten pediatric sub-specialists visit the clinic routinely for patient consultation and follow-up. Your child might be seen by a third year medical student, nurse practitioner or a third year pediatric resident. If you prefer to have your child treated by their PCM, please tell the booking agent when you call for an appointment.



SCHOOL AND SPORT PHYSICALS

School and sports physicals for children are performed by their PCM. The rush period is July and August because of the new school year, fall sports teams holding tryouts, and people moving into the area who need school physicals. Please try to schedule your child's physical early. Availability is limited the longer you wait. If your child has already had a physical in the last year, simply drop off the required forms for the PCM to complete. An annual physical is good for 365 days.

Phone: 1 (888) 999-1212 (options 1-2)

*** After Hours Cell: (240) 605-9302**

Patient Advocate: (240) 612-1280

INTERNAL MEDICINE

This clinic is located in the basement of building 1050, across from the chapel. The clinic enrolls individuals age 17 and above. Providers include internists. Individuals with more complicated medical problems such as asthma, diabetes, or cardiac conditions are candidates for internal medicine.

Phone: 1 (888) 999-1212 (options 1-2)

*** After Hours: (240) 857-2333**

Patient Advocate: (240) 857-4976

Medication Renewal: (240) 857-4946

Message for PCM: 1 (888) 999-1212



FLIGHT MEDICINE

This clinic is located in building 1075. The team enrolls active duty flyers and their dependents over age 5, active duty firefighters but not their dependents, and special operations personnel who require form 1042 (medical clearance to fly) but not their dependents. Providers include flight surgeons and physician assistants. Return to Fly clinic for active duty members is held between 7 a.m. to 8 a.m., Monday - Friday.

Phone: 1 (888) 999-1212 (options 1-2)

*** After Hours: (240) 857- 2333**

Patient Advocate: (240) 857-5136

PENTAGON FLIGHT MEDICINE ANNEX

This clinic is located in building 1051 on Joint Base Andrews (JBA), adjacent to the Aeromedical Staging Facility (ASF). The clinic enrolls members in direct support of national security missions and programs through comprehensive aerospace, family, operation, travel and alternative medicine services. The clinic also enrolls dependents (age 5 years and up) of active duty members enrolled to this clinic. Providers include specialists in case management and special requirements medicine.

Phone: 1 (888) 999-1212 (options 1-2-2)

*** After Hours: (240) 857-2333**

Immunizations: walk-in from 7:30 a.m. - 3:30 p.m.

PENTAGON FLIGHT MEDICINE CLINIC

This clinic is located at the Pentagon. The clinic enrolls members in direct support of national security missions and programs through comprehensive aerospace, family, operation, travel and alternative medicine services. Providers include specialists in case management and special requirements medicine.

Phone: 1 (888) 999-1212 (options 1-2-2)

*** After Hours: (240) 857-2333**

WOMEN'S HEALTH

The Women's Health Clinic is located in the basement of building 1050, across from TRICARE. The clinic offers obstetrical and gynecological health care including full gynecological surgical services to adolescents, adults and geriatric women. Health care providers include OB/GYN physicians and women's health care nurse practitioners.

Expectant mothers will receive their routine prenatal care at the 779 MDG. Beginning August 1, 2014, when it's time for delivery, a military provider and nurse midwife will deliver their baby at Ft. Belvoir Community Hospital and provide any other inpatient obstetric services that may be required.

Patients transferring their prenatal care from another location should call the Women's Health Clinic. Patients should also bring a copy of their OB records to the clinic for review to ensure the appropriate level of care is available. Patients identified as high risk during the review process may need to be seen at another military facility that offers the level of care needed.



Phone: 1 (888) 999-1212 (options 1-2-2)

*** After Hours: (240) 857-2333**

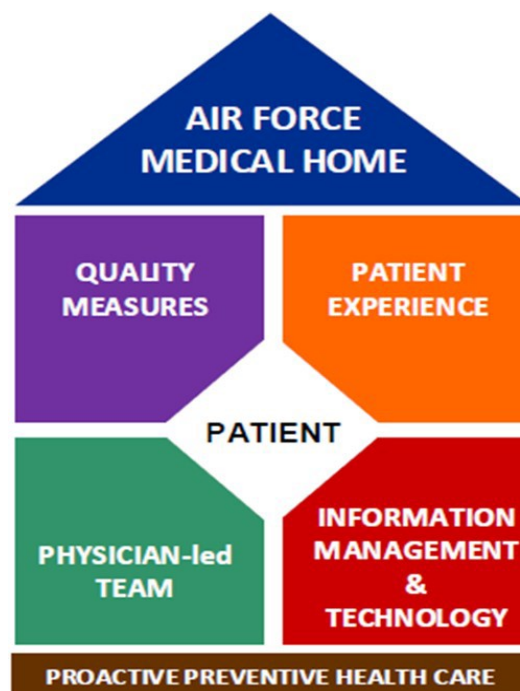
* Use the after hours phone number to obtain advice from your provider on whether or not to seek care. During duty hours use the Main Phone Line, which is open from 6:00 a.m. - 4:30 p.m., Monday-Friday.

What is Patient Centered Medical Home (PCMH)?

PCMH is an active approach to establish a “medical home” for everyone. Care is coordinated by your individual medical provider who is leading a team of medical professionals providing continuous, comprehensive and personalized prevention-based healthcare.

Why PCMH? We are leading the way in the Air Force because we are committed to providing you greater, faster access to your healthcare team. Through effective communication and building continuous healing relationships you will be receiving greater resources to help care for yourself and your family. The key is continuity! You shouldn't have to worry about seeing a different provider each time you visit the clinic. Every effort will be made to ensure you are cared for by the same family health team (technician, nurse and provider). Every time you visit the clinic. Improved continuity means better medical management. We strive to meet your medical needs through your “medical home” team.

PCMH focuses on the patient being the center of healthcare and the driver of care rather than the passive recipient. Care that is truly patient-centered considers patients' cultural traditions, personal preferences and values, family situations and lifestyle. It makes the patient and their loved ones an integral part of the care team who collaborate with health care professionals in making clinical decisions. Patient-centered care puts responsibility for important aspects of self-care and monitoring in the patients' hands – along with the tools and support they need to carry out that responsibility. Patient-centered care ensures that transitions between providers and healthcare settings are respectful, coordinated and efficient.



Specialty Services

The following specialty clinics are available at the 779 MDG. To be seen by these clinics, you must first have a referral from your assigned PCM.

To speak with a specialty clinic staff member call 1 (888) 999-1212 (options1-2-2)

General Surgery - 1
Physical Therapy - 2
Orthopedics/Podiatry - 3
Women's Health - 4
Other - 5

MEDICINE CLINICS

Acupuncture
Allergy/Immunization
Audiology
Behavioral Medicine
Cardiopulmonary
Chiropractic
Coumadin Clinic
Dermatology
Gastroenterology
Internal Medicine
Mental Health
Neurology
Nutritional Medicine
Occupational Therapy
Physical Therapy
Optometry
Podiatry
Warfighter Eye Center

SURGERY CLINICS

Eye, Ear, Nose & Throat
Ophthalmology
Colorectal Surgery
Urology
Orthopedic Surgery
General Surgery
Women's Health/Surgery



MENTAL HEALTH SERVICES

Mental Health Clinic: Provides counselling and treatment to address mental health concerns. Services are only available for AD. Please call the mental health clinic to make an appointment. Located in building 1050, 4th floor.

Phone: (240) 857-7186

Patient Advocate: (240) 857-8233

Alcohol and Drug Abuse Prevention Treatment Program (ADAPT):

Assessment, education and treatment for individuals involved with high-risk substance abuse or dependence. ADAPT services are only available for AD. Retirees and family members are seen on a space available basis. To make an appointment or to get information on how to assist a family member or friend, please call the intake office. Located in building 1050, 4th floor.

Phone: (240) 857-8950

Intensive Addiction Services (IAS): A comprehensive, state of the art, intensive addiction outpatient treatment program, for active duty service members, retirees, and DOD family members who have substance abuse/dependence and/or gambling or other addiction diagnoses. For more information and to coordinate an assessment, please contact our Intake Office. Located in building 1050, 4th floor.

Phone: (240) 857-8227/8088

Behavior Medicine Service (BMS): Assists individuals in preventing and coping with chronic disease by maintaining healthy habits including regular exercise, balanced diet, stress management, relaxation and tobacco cessation. Services include counselling and biofeedback. Available to AD, families and retirees. For information on specific classes and programs, please contact the intake office. Located in Building 1050, 4th floor.

Phone: (240) 857-8942

Family Advocacy Program: Focuses on supporting and strengthening families through family outreach, new parent support classes and spouse and child abuse prevention and education. For information, please call the intake office. Located in the Family Support Center, 1191 Menoher Drive.

Phone: (240) 857-9680

Community Outreach and Education: Provides educational briefings and information to assist squadron members deal with stress and function more efficiently within the work section. Any squadron member, including Wing staff, may call the Outreach office to **coordinate the** appropriate level of training to help meet the needs of their squadron. Located in building 1050, 4th floor.

Phone: (240) 857-8938



DENTAL

Routine dental care is only available for AD. Appointments can be made by calling the main dental clinic. A referral is required for oral surgery appointments.

Dependents and retirees should seek dental care with a civilian dentist and are highly encouraged to participate in the following plans:

TRICARE Dental Plan, Met Life: 1 (855) 638-8371

Retiree Dental Program, Delta Dental: 1 (888) 838-8737

Urgent dental care for severe, uncontrolled pain, bleeding, or swelling is available for all eligible beneficiaries. AD should call the main dental clinic for an urgent care screening appointment. After hours, AD should go to the ECC for an initial screening. If indicated, the on-call dentist will be contacted. Patients under the care of the Oral and Maxillofacial Surgery Department may contact the surgery clinic directly.

Urgent dental care for non-active duty members is very limited. Non-active duty members will be evaluated and treated on a case-by-case basis. Depending on severity of the condition and availability of care, they may be directed to use their civilian dentist. Non-active duty members are highly encouraged to seek care from their civilian dentist so that a comprehensive care plan can fully address all of their treatment needs.

Main Dental Clinic

Location: Bldg. 1601, California Ave.

Hours: 7 a.m. - 4 p.m., Monday - Friday

Phone: 1 (888) 999-1212 (options 1-2-2)

Oral and Maxillofacial Surgery Clinic

Location: Bldg. 1050, main facility, 1st floor

Hours: Monday - Friday, 7 a.m. - 4 p.m.

Phone: 1 (888) 999-1212 (options 1-2-2)

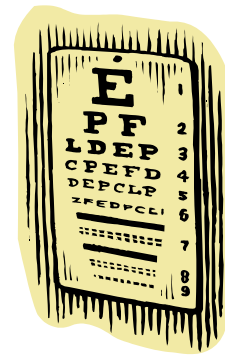


OPTOMETRY

The 779 MDG provides eye care services for all AD, retired and dependent beneficiaries age five to 65 years. No referral is necessary. To book an eye exam, call the Main Phone Line or use TRICAREOnline.com.

Hours: 7:30 a.m. - 4:30 p.m.

Phone: 1 (888) 999-1212 (options 1-1-2)



IMMUNIZATIONS

Routine adult and childhood vaccinations are available at the MGMSC main Immunizations clinic. Patients may receive routine vaccinations, such as annual vaccination for influenza, without a prescription. Non-routine vaccinations (such as vaccines needed due to certain medical conditions) require a written prescription. Patients requesting travel-related vaccines must first visit the Public Health clinic. We highly encourage all new patients to bring a copy of their prior immunizations with them.

A smallpox immunization clinic is held on Tuesday morning at 8:00 a.m.

Location: Bldg. 1050, first floor

Hours: 7:30 a.m. - 4:30 p.m., Monday - Friday

Phone Number: (240) 857-7427



PREVENTIVE HEALTH ASSESSMENT (PHA)

All AD members must complete an annual PHA. PHAs are conducted in the Operational Medicine Clinic (OMC), located in the basement of building 1050, just past the cafeteria toward the Aeromedical Staging Facility (ASF). AD and Individual Mobilization Augmentee (IMA) Reservists should call the OMC or Main Phone Line to schedule a PHA appointment.

Hours: 7:30 a.m. - 4:30 p.m.

Phone: 1 (888) 999-1212 (options 1-1-2) or (240) 857-6073

Ancillary Services

PHARMACY

Main Pharmacy: Closed weekends, federal holidays and family days. On the second Thursday of each month, the Main and Refill pharmacies will be closed until 1:00 p.m. so their staff may accomplish mandatory training.

Location: Bldg. 1050, main facility, first floor

Hours: Monday - Friday: 7:30 a.m. - 5 p.m.

Phone: (240) 857-4565 (for questions about formulary or medication policy)

Refill Pharmacy: Closed weekends, federal holidays, and family days. On the second Thursday of each month the Refill pharmacy will be closed until 1:00 p.m.

Refills called in BEFORE 12:00 noon, will be ready for pickup on the next business day after 12:00 noon. Refills called in AFTER 12:00 noon, will be ready for pickup on the second business day after 12:00 noon. We recommend calling in your refill at least 7 days before you run out of medication. Refills may be requested 24 hours a day.

Location: Brookley Ave., Bldg. 1683, Home Traditions Storefront

Hours: Monday-Friday: 9 a.m. – 6 p.m.

Call In Refill Phone: (240) 857-4893 or 1 (800) 377-1723



DIAGNOSTIC IMAGING SERVICES (RADIOLOGY)

The Diagnostic Imaging Services is located in Bldg. 1050, first floor of main facility, Radiology. Services are provided in routine radiography and fluoroscopy, CT scanning, ultrasound examination and mammography. Referrals are required and appointments are made directly with the Diagnostic Imaging Flight.

Hours: 7:30 a.m. - 4:30 p.m., Monday - Friday

Phone: 1 (888) 999-1212 (options 1-2-3) for information

(240) 857- 6125/7414 to schedule an appointment

(240) 857-7562 to schedule an MRI

LABORATORY

The Laboratory is located in Bldg. 1050, first floor of the main facility, Department of Pathology. A wide range of diagnostic laboratory support is provided. Most patients are served on a walk-in basis. Only a few tests, such as glucose tolerance, require a scheduled appointment.



Hours: 7 a.m. - 5 p.m., Monday - Friday

Phone: 1 (888) 999-1212 (options 1-2-3)

Alternate & after duty hours: 1 (888) 999-1212 (options 1-2-3)

Patient Advocate: (240) 857-8216

Advance Directives



An accident or illness can take away a person's ability to make his or her own healthcare decisions. In this event, some patients have the right to make sure their wishes, regarding their healthcare, are known even if they are no longer able to communicate or make decisions for themselves. Advance directives are tools you can use to address this situation. For more information on Advance Directives or for assistance creating one, contact the legal office.

Base Legal Office: (240) 612-5750

Health Promotion Services

HEALTH AND WELLNESS CENTER (HAWC)

The HAWC provides the following services

- Tobacco prevention and cessation assistance
- General nutrition education and support
- Weight loss/control assistance
- Physical activity guidance, fitness evaluation and exercise prescription
- Intervention programs for members not meeting Air Force fitness standards
- Unit-specific wellness/fitness programming support and guidance
- Health-related briefings on exercise, injury prevention, nutrition, dietary supplements
- Health-related resources, videos, handouts, and references

The services listed above are available to all military beneficiaries, except intervention programs, which are for active duty, only.

Location: Bldg. 1444, inside West Fitness Center

Hours: Mon. - Fri., 7:30 a.m. – 4:30 p.m.

Phone: 1 (888) 999-1212 options (1-2-2)

Facebook: <https://www.facebook.com/pages/Health-and-Wellness-Center-HAWC-Joint-Base-Andrews-AFB/120094328077726>



NUTRITION CLINIC

The nutrition clinic is located in the basement of Bldg. 1050, across from AAFES snack shop

The following classes are available with a PCM referral:

- Health Heart (low fat/low cholesterol)
- Weight Management, Winning at Losing
- Hypertension (DASH Diet)
- Nutrition During Pregnancy

Individual nutrition consultations with a Registered Dietitian require PCM referral. Consults include but are not limited to:

- Diabetes Management
- Gestational Diabetes
- Pediatric Nutrition
- Nutrition During Pregnancy
- Kidney Disease Management
- Nutrition During Cancer
- Nutrition Support (tube feeding)

Hours: Monday – Friday, 7:30 a.m. – 4:30 p.m.

Phone: (240) 857-8076

Patient Advocate

Each clinic at the 779 MDG has a Patient Advocate assigned to assist with any patient questions or concerns. If an issue is not answered satisfactorily by a clinic Patient Advocate, you may contact the 779 MDG Patient Advocate by phone or email.

Phone: (240) 857-8172

Email: 779MedicalGrouppatientadvocate@us.af.mil

Third Party Collection Program

Please bring your other private healthcare insurance card with you to all appointments. The Consolidated Omnibus Budget Reconciliation Act of 1986 established the Third Party Collections Program (TPCP). Under this program, MTFs are authorized and mandated to bill private health insurance plans for the cost of medical care furnished to retirees and dependents, covered by a private health insurance policy.

All patients will be asked to complete and sign a DD Form 2569 indicating whether they have private health insurance. You may be asked if there are changes to your insurance coverage each time you visit the clinic. Your cooperation will be greatly appreciated to help us maintain accurate medical insurance information.

The good news is that when the 779 MDG sends a bill to your insurance company, the balance of your deductible is subtracted by the insurance company. We are reimbursed the difference and you do not have to pay that portion of your deductible. For patients who have a health plan with an annual deductible and require future care in a civilian facility, this represents a significant savings.

All monies received through TPCP become a part of the 779 MDG budget. This helps us provide you with state-of-the art healthcare now and in the future for all beneficiaries.

Third Party Collections Program

Location: Bldg. 1050, basement, FB-41

Hours: Monday - Friday, 7:30 a.m. - 4:30 p.m.

Phone: (240) 857-4905/8114

For medical insurance inquiries or questions regarding bills for copying, workers compensation claims, etc. please stop by the Medical Service Account office.

Medical Service Account

Location: Bldg. 1050, basement, FB-13

Hours: Monday-Friday, 8 a.m. - 4:30 p.m.

Phone: (240) 857-8368

How to Request Medical Records

Please fill out a DD Form 2870 to request medical records (type DD FM 2870 in any computer search engine to obtain the form). Please fax it to the number below.

779th Medical Group Release of Information Office

Room B1-24, building 1050, first floor, across from the ENT clinic
1050 W. Perimeter Road
Joint Base Andrews, Md. 20762
Phone: (240) 857-5614
Fax: (240) 857-8631

It normally takes about 30 working days for records to be completed. If you have additional questions, please feel free to stop by or call the Medical Release office.

Coming in 2017

Malcolm Grow Medical Clinics and Surgery Center :

- * Size of building: 344,544 square feet
- * Estimated construction completion date: first quarter of 2017



Dental Clinic stats:

- * Size of building: 26,612 square feet
- * Estimated completion date: first quarter of 2017



Phone Directory

NATIONAL CAPITAL REGION APPOINTMENT LINE:

Malcolm Grow Medical Clinics and Surgery Center: 1 (888) 999-1212
Joint Base Andrews Dental Clinic: (240) 857-2806

MALCOLM GROW MEDICAL CLINICS AND SURGERY CENTER:

24-hour Pharmacy line: (240) 857-7978
779 MDG Warfighter Eye Center: (240) 857-8306 or DSN: 857-8306
Information Desk (240) 857-5911 or DSN: 857-5911
Patient Advocate: (240) 857-5817
Public Health: (240) 857-5498
Medical Records Request: (240) 857-5614

ADDITIONAL NUMBERS:

Joint Base Andrews Locator: (301) 981-1110

LOCATIONS:

Malcolm Grow Medical Clinics and Surgery Center

1050 W. Perimeter Road
Joint Base Andrews, Md. 20762-6601
Appointment Line: (888) 999-1212

Joint Base Andrews Dental Clinic

1601 California Avenue
Joint Base Andrews, Md. 20762
Appointment Line: (240) 857-2806/5029

Pentagon Flight Medicine Annex

1051 West Perimeter Road
Joint Base Andrews, Md. 20762
Appointment Line: (240) 612-1143

Pentagon Flight Medicine Clinic

779th MDG/SGPP
Room 4A870, 1760 Air Force Pentagon
Pentagon ADM, Va. 20330
Appointment Line: (703) 697-3255

TRAINING DAY

Members of the 779th Medical Group participate in mandatory training on the **second Thursday** of each month. All clinics are closed on training days. The pharmacy, laboratory and radiology are closed until 1:00 pm. The Emergent Care Center is open during this time to provide emergency and urgent care.



779th Medical Group web site:

<http://www.79mdw.af.mil/units/779thmedicalgroup/>



